Data Communications Specialist
Milwaukee Police Department

PURPOSE:
Under the direction of the Data Services Manager, the person in this vital position will have oversight over all Mobile Data Computer/Computer Aided Dispatch (9-1-1) interfaces, Communications Division Dispatch/ Telecommunicator workstations, and peripheral devices during the 4:00 p.m.-midnight shift. Additional duties include supervising several Data Services Division network device support personnel, setting up end-users, performing routine maintenance functions, maintaining network device inventories, providing end-user technical support and troubleshooting, and training.

ESSENTIAL FUNCTIONS:
➢ Manages the 4:00 p.m.-midnight shift technical operations of the Milwaukee Police Department's Computer Aided Dispatch (CAD) system, Records Management System (RMS), Corrections Management System (CMS), Automated Reporting System (ARS), Mobile Data Computer (MDC) system, and Automatic Vehicle Location (AVL) system.
➢ Supervises several Data Services Division personnel, including conducting performance evaluations, assigning duties, and taking disciplinary action if necessary.
➢ Conducts routine testing of hardware and software to ensure proper operation; performs scheduled diagnostic analysis; arranges for remedial repair work; and schedules and supervises routine remote site maintenance.
➢ Oversees equipment upgrades, expansion, and remodeling and also arranges for the installation of new data circuits and equipment.
➢ Monitors the room where the server and other electrical equipment is housed and is responsible for the room logs and records.
➢ Tracks the inventory of terminals, printers, data equipment spare parts, and other supplies to ensure maximum system availability.
➢ Supervises the routine maintenance and repair of printers.
➢ Generates specialized statistical reports related to the Computer Aided Dispatch (CAD) system.
➢ Performs other job-related responsibilities as assigned.

MINIMUM REQUIREMENTS:
1. Bachelor's degree in Computer Science, Management Information Systems, Business Administration, or a related field from an accredited college or university.
2. Two years of technical experience in the data communications field, including the operations of Computer Aided Dispatch (CAD) and related systems.
3. Residency in the City of Milwaukee within six months of appointment and throughout employment.

DESIRABLE QUALIFICATIONS:
1. Supervisory experience.
2. Experience using Crystal Reports software.

CONDITION(S) OF EMPLOYMENT:
➢ The person in this position will be required to serve a weeklong after-hour "on call" duty every six to seven weeks.

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER CHARACTERISTICS:
➢ Knowledge of computer technologies (hardware and software) related to data communications: computer aided dispatch, mobile data computing, automatic vehicle location, records management, and others.
➢ Knowledge of computer networking: configuration, architecture, systems integration, peripherals, and security.
➢ Ability to quickly identify, analyze, and take steps to solve computer aided dispatch and data network problems.
➢ Ability to learn and become proficient using Crystal Reports and other software programs.
➢ Ability to remain current with the latest developments in technology.
➢ Ability to monitor system performance and be proactive in recommending and implementing improvements to the Milwaukee Police Department's communications infrastructure.
➢ Proficiency using standard spreadsheet, database, and word processing software, such as Microsoft Office (Excel, Access, and Word).
➢ Ability to effectively supervise and provide guidance to computer operations personnel, including assigning and reviewing work; setting priorities, expectations, and deadlines; providing training; addressing employee problems; monitoring employee performance; giving feedback to employees; and fostering an upbeat work atmosphere.
➢ Ability to establish effective working relationships with a diverse group of individuals.
➢ Ability to listen.
➢ Ability to communicate technical information to non-technical personnel, both verbally and in writing.
➢ Ability to write clear and concise memos, email correspondence, procedures, documentation, and reports.
➢ Knowledge of project management concepts.
➢ Basic knowledge of inventory management principles.
➢ Ability to effectively set goals, manage multiple priorities, and work within tight time constraints.
➢ Ability to maintain a calm and positive demeanor in a stressful environment.
➢ Ability to maintain the utmost level of confidentiality, professionalism, and fiscal responsibility.

THE CURRENT SALARY RANGE (07) IS: $51,440.48-$72,012.72 annually.
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